

Privacy Policy

We are Claims Connexion (UK) Limited, and our address is 4a Westgate, Cowbridge, CF71 7RA, Wales (referred to as “we” or “us” or “our”).

We carry out much of our assessment work on-site, wherein our surveyors & consultants need access to any area where it might be necessary to inspect {internally or externally} to enable us to offer a full range of our services which includes compiling an assessment or report as requested.

Our business involves claims management, loss adjusting and surveying, producing unbiased reports under instruction mainly for local authorities and/or their Insurers, with addition of building engineering structural reports.

Introduction

We are committed to protecting your personal information when you are using our services. This privacy notice explains how and for what purposes we use the information collected about you. This privacy notice also relates to personal information you provide to us through email, phone, or other correspondence.

In order for us to provide you with the full range of Claims Connexion (UK) Ltd services, we sometimes need to collect information about you.

This privacy notice explains the following:

- What information we collect about you
- How we use the information we hold
- Under which circumstances we may disclose your personal details to any third party
- Your rights under the GDPR 2018 legislation.

What personal information will Claims Connexion (UK) Ltd collect as a data controller

When contact us either via email, a telephone call or when you visit our offices, we may collect some personal information about you in order for us to deliver our services to our Principals. This can consist of information such as your name, company name, postal address, email address, office or home phone number and mobile number as well as services we provide to you. We also collect additional information from job seekers and employees in order to comply with legal employment obligations such as gender, date of birth, personal identifiers such as National Insurance number and eligibility to work in the UK which may include ethnicity. We will also record medial information for our employees in order to comply with HSE legislation.

Claims Connexion (UK) Ltd may also collect information about visitors to our website in order to improve our services, this information may include unique identifiers such as your IP address.

We may record all telephone calls, which could be used for training and in defence of legal claims or in dispute resolution.

We may operate CCTV systems at our company offices, which may record images of staff and visitors. These systems are protected from unauthorised access but may be used for the detection and prosecution of criminal activity at our premises.

What personal information will Claims Connexion (UK) Ltd process on behalf of our customers

In order for us to deliver our services to our Principals, we may require access to information about the site we are working on or delivering to, including key holders, security protocol and also health & safety requirements. Any information held during such processing will be limited to the agreed activities and duration.

How Claims Connexion (UK) Ltd will use the information we hold

Claims Connexion (UK) Ltd will use your personal information for a number of purposes including the following:

- Ensuring that we have accurate information so that we may communicate with you and keep you updated of developments of the service/product we provide to you.
- Where we hold contact information relating to services you may have purchased from us, we may from time to time contact you offering similar services. You may at any time in the future opt out of this communication, and we will offer a method of informing us of your objection and accurately record, and act on your most recent instructions.
- We will hold information on employees and applicants in order to comply with our legal obligations such as communication with HMRC, HSE and in order to ensure eligibility to work in the UK.
- To enable it to process its services as instructed and create reports including loss adjustments where required.

Sharing information with third parties

We will keep your information within Claims Connexion (UK) Ltd except where disclosure is required or permitted by law (for example to government bodies and law enforcement agencies), where sharing is required to fulfil the contract between ourselves and our Principals or where you have consented to us sharing your information with named third parties involved in the service we provide to you.

Generally, we will use your information within Claims Connexion (UK) Ltd and will only share it outside Claims Connexion (UK) Ltd where you have requested it via a data portability request or given your consent.

Claims Connexion (UK) Ltd requires all third parties to comply strictly with the terms of data sharing contracts under the instruction of Claims Connexion (UK) Ltd. Our terms of use state that third parties cannot use your information for their own business purposes, and only use your information for specific purposes associated with the services we provide for you.

How long will Claims Connexion (UK) Ltd hold your information?

We will hold your personal information on our systems in accordance with our retention policies, and for no longer than necessary for the purpose of the supply of goods or services and for any legal requirements.

Access to information we hold about you

Under both the Data Protection Act 1998, and the GDPR 2018, you have the right to request a copy of the personal information we hold about you, and have any inaccuracies corrected. We are required to authenticate any requests for personal information and will request 2 forms of approved identification before we process the request. We have a legal duty to supply, correct and in certain circumstances erase the information we hold. Please address any requests and questions about this or any other question about this Privacy Statement to the Data Protection Officer at our head office (address above).

Can I delete my data?

You can request that any information we hold on you to be deleted, but we may need to keep information in certain circumstances to comply with statutory or legal obligations, and for warranty and contractual requirements.

Cookies and Tracking

Like many websites, we may use “cookies” to enable us to personalise your visits to our Site, simplify the signing-in procedure, keep track of your preferences and to track the usage of our Site.

Changes to this privacy statement

This Privacy Statement may be updated from time to time, so you may wish to check it each time you submit personal data to Claims Connexion (UK) Ltd. If you do not agree to any changes, please do not continue to use the Claims Connexion (UK) Ltd website or submit your personal information to Claims Connexion (UK) Ltd. You can also request that any information Claims Connexion (UK) Ltd hold is deleted at any time